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Illinois

Rod R. Blagojevich, Governor



Department of Healthcare  
and Family Services

Barry S. Maram, Director

# Helping Families Build Better Lives



Visit our website at  
[www.ilchildsupport.com](http://www.ilchildsupport.com)

## Helping Families Build Better Lives

The no cost services we provide to help families build better lives are:

- ✓ Helping unmarried parents secure a legal father for their child(ren) (this process is called paternity establishment)
- ✓ Helping families get financial support by getting an order for child support and collecting child support payments
- ✓ Getting medical coverage for children
- ✓ Taking measures to collect past-due child support
- ✓ Reviewing and updating child support orders
- ✓ Locating a parent in order to collect child support
- ✓ Helping some non-custodial parents with referrals for job training and placement
- ✓ Helping parents build stronger relationships with their children through referral services

## Frequently Asked Questions

### ***How do I get child support services?***

The Division of Child Support Enforcement provides free services to any parent or legal caretaker of a child regardless of income. To apply for services, call 1-800-447-4278, go to our website at [www.ilchildsupport.com](http://www.ilchildsupport.com) or complete and mail the attached card.

### ***How much child support should my child(ren) receive?***

Illinois law helps set the amount of child support we can collect from the non-custodial parent - the parent who does not live with the child.

The amount of the child support order is based on a percentage of the NCP's net income (total income minus taxes, union dues and other allowed deductions).

If the Division or Court can prove that a parent has received proper notice to appear for an appointment or a court hearing but fails to appear, a non-custodial parent will be ordered to pay child support based on the set amount set by the U.S. Department of Agriculture's Needs of a Child Report.

### ***How is paternity established?***

Paternity is determining legal fatherhood. When children are born to married parents, the husband is automatically considered the legal father. But children born to parents who are not married do not have a legal father unless parents take steps to establish paternity. When parents establish paternity, they give their children the same rights as children born to married parents. Children with paternity can receive the father's medical insurance benefits, Social Security or retirement benefits, veteran's and survivor's benefits or life insurance.

Paternity can be established by:

- ✓ Both parents completing, signing and having the Voluntary Acknowledgment of Paternity witnessed,
- ✓ Genetic (DNA) testing (fathers may be required to pay a fee for this),
- ✓ Having a judge decide,
- ✓ Default (If the Division or Court can prove that a parent or alleged parent has received proper notice to appear for an appointment or a court hearing, a man can be made the legal father even if one of the parents fails to appear.)

## ***Why should someone pay child support when (s)he can't see his/her kids?***

Whether or not parents see their children, they need food, clothing, shelter and other things to survive.



However, children also need emotional support from both parents. If parents are having difficulty seeing their children, we may be able to help through a special program called Access and Visitation.

## ***What happens if someone won't pay his/her child support?***

If someone is not paying child support, there are many ways to collect the money. We can place liens on property, take income tax refunds and, when necessary, request that professional and occupational licenses be suspended and/or revoked unless the support is paid. The amount owed is also sent to credit reporting bureaus and becomes part of that person's credit record. A non-custodial parent's photograph may appear on our Deadbeat Parent website at:

[www.ilchildsupport.com/deadbeats/](http://www.ilchildsupport.com/deadbeats/). For information about all of our services, go to: [www.ilchildsupport.com](http://www.ilchildsupport.com).

## ***How can you collect child support from a parent that cannot be located?***

Child support staff will use all available means to locate parents in order to collect child support or establish paternity. All states nationwide cooperate with these efforts.

## Helping Families Build Better Lives

I am interested in:

- ☐ Starting a child support case.
- ☐ Establishing a legal father (paternity) for my child.
- ☐ Getting medical support for my child(ren).
- ☐ Enforcing my child support order.
- ☐ Having my child support case reviewed and having my ordered amount changed.
- ☐ Receiving services from the Non-Custodial Parent Services Unit.

Name \_\_\_\_\_

Social Security Number (Last 4 digits)  
X X X - X X - \_\_\_\_ \_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Daytime Phone (    ) \_\_\_\_\_

**Please fill out and return this form via mail. Remember to place a stamp on the front side of this card before you mail it.**

Place  
Stamp  
Here

# **Child Support Customer Service Center**

ILLINOIS DEPARTMENT OF HEALTHCARE AND FAMILY SERVICES  
509 SOUTH 6TH STREET, 3RD FLOOR  
SPRINGFIELD IL 62701

***A non-custodial parent pays child support and his/her income has changed since the order was written. What can the parent do to have the child support payments reflect the new income?***

Circumstances change, incomes can increase or decrease and child support payments may not reflect these changes. On request, child support staff will verify the non-custodial parent's income, and if they find it necessary, they will seek to change the amount of the child support order.

***A non-custodial parent was ordered to pay child support, but can't find a job. Can you help?***

Yes, the Non-Custodial Parent (NCP) Services Unit helps unemployed parents, who do not live with their children, with their child support problems. The unit provides referrals for qualified NCPs to job training, and/or placement. The NCP may contact the Division of Child Support Enforcement for further information.

***May grandparents raising their grandchildren get child support?***

Anyone who is the legal caretaker for a child may receive child support. Contact the Division of Child Support Enforcement for more details.



**Child Support Services** are available to all single parents (and parents who are still married, but separated) regardless of income levels.

Illinois Department of Healthcare  
and Family Services  
Division of Child Support Enforcement  
32 West Randolph Street  
Chicago, IL 60601

Illinois Department of Healthcare  
and Family Services  
Division of Child Support Enforcement  
Customer Service Center  
509 South 6th Street, 3rd Floor  
Springfield, IL 62701



**Call the Child Support Customer  
Service Call Center 1-800-447-4278**

Division of Child Support Enforcement Mission  
Provide services to custodial and non-custodial  
parents by establishing paternity, establishing,  
enforcing and modifying child support  
obligations to strengthen families emotionally  
and financially.